

Washington State Health Care Authority

JANUARY 2015

NEWS UPDATES

CONTINUING EDUCATION OPPORTUNITIES:

[Resources for Interpreter Continuing Education](#)

[Infection Control and Industrial Safety for Medical Interpreters.](#)

[NOTIS – Northwest Translators & Interpreters Society Resources](#)

External links to other Internet sites and course announcements should not be construed as a Health Care Authority endorsement of the views, course content, or privacy policies contained therein. Prices may vary.

HAPPY NEW YEAR!

The interpreter services program is continually working together to provide an effective and efficient process in providing interpreter services to our limited English proficient clients (LEP). This program continues to provide interpreters in more than 39 Languages and American Sign Language (ASL).

BENEFITS OF CONSECUTIVE APPOINTMENTS

Written by Tami Lentz, Interpreter and Vice President, Local 1671

Providers, do you see multiple interpreters serve patients at your clinic in a day? Do you ever see interpreters for the same language - one right after another - with each one heading off to another clinic afterwards? Have you ever stopped to wonder if perhaps there is a better way to serve your Limited English Proficient (LEP) patients?

There is a more efficient way to serve the needs of your diverse clientele while reducing a high rotation of interpreters. If your clinic has a high volume of interpreter requests for the same language, please consider booking one single interpreter

for *consecutive* appointments.

What is a consecutive appointment? A consecutive appointment is a series of appointments for eligible Apple Health clients scheduled at your office/clinic, hospital, or facility with fifteen (15) minutes or less scheduled time between each appointment. Each appointment may not be scheduled longer than forty-five (45) minutes.

While many providers already book consecutive appointments for siblings, not many know that consecutive appointments can also be for *any* patients who speak the same language – regardless of whether they are family members or not. Instead of booking three different interpreters for exams at 8:45 a.m., 9:30 a.m., and 10:15 a.m., for example, consider booking one interpreter for all three appointments.

What is the benefit of this? For one, it helps reduce stress and clinic staff time processing multiple interpreters, and creates a calmer work environment where there is less interpreter turnover in a day. Interpreters in turn can concentrate on providing quality interpretation in a more relaxed setting, knowing that they will not have to travel as much in their work day (or check the clock as frequently in order to head off to their next appointment), which ultimately improves the patient-provider encounter.

Thank you for your help in improving efficiency in this program, creating better provider-patient interactions and working conditions for interpreters, and in saving state funds.

PROVIDER Q & A

Q: HOW DO I REQUEST CONSECUTIVE OR SIBLING APPOINTMENT REQUESTS

CTS has updated the procedure and form to use for requesting one (1) Interpreter for appointments with multiple family members or back-to-back appointments at the same facility. These are commonly referred to as Consecutive or Sibling Requests.

This form is now available in a [PDF format](#) that allows you to type in your responses for more accurate processing. The new form and procedures are available under the [Provider FAQ](#) (<http://hca.ctslanguagelink.com/>). For additional questions, contact CTS at hcaproviders@ctslanguagelink.com or call 1-800-535-7358, option 3.

EXPECTATIONS AS THE PROVIDER

Sibling or Family

It is important for Authorized Requestors to follow the appropriate process for sibling and family member appointments. If your appointment is scheduled in advance, use the Consecutive or Sibling Request [form](#). If an appointment occurs at the last minute, a provider is seeing another sibling or family member at the same time as a previously scheduled appointment, HCA requires the provider to contact CTS for a job number and prior authorization for the additional Medicaid client. If authorization is not requested, CTS will not pay for services to the additional family member and the Authorized Requester will be responsible for interpreter services. Interpreters are not required to assist the provider on additional family members: if authorization is not approved or the time exceeds the scheduled start and stop time of the approved appointment.

If you need additional information or training on this process, contact CTS at 1-800-535-7358 or hcaproviders@ctslanguagelink.com.

Check-in and Check-out

While we understand medical offices can be busy at times, check-in and out times continue to be of concern for CTS and HCA. As the Authorized Requestor and recipients of state funds, to provide safety for you, the client and interpreters it is your responsibility to ensure the scheduled interpreter checks in for the scheduled appointment and checked out at the time the interpreter leaves the appointment. If you have questions or concerns regarding the online scheduling system, contact CTS directly at hcaproviders@ctslanguagelink.com.

EXPECTATIONS AS THE INTERPRETER

Check-in and Check-out

As the contracted interpreter for CTS Language Link it is your responsibility to ensure that you check-in and check-out for your scheduled appointments. This ensures timely payment to CTS and you, as a small business owner. If you have questions or concerns regarding your check-in or out times, contact CTS directly at hcainterpreters@ctslangagelink.com.

- SIGN AND COMPLY WITH THE [INTERPRETER CODE OF ETHICS](#) FOR SPOKEN LANGUAGE INTERPRETERS
- PRESENT AT APPOINTMENTS, UPON REQUEST FROM PROVIDER OR LEP CLIENT, PICTURE IDENTIFICATION AND DSHS CERTIFICATE OR AUTHORIZATION LETTER
- ADHERE TO THE [RID-NAD PROFESSIONAL CODE OF CONDUCT](#) FOR SIGN-LANGUAGE INTERPRETERS
- ADHERE TO HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT ([HIPAA](#)) REQUIREMENTS
- HAVE A VALID [WASHINGTON STATE UNIFIED BUSINESS IDENTIFIER \(UBI\)](#) NUMBER OR TAX REGISTRATION NUMBER

TIPS FOR DSHS STAFF

REQUESTING INTERPRETERS FOR ON-SITE/HOME VISITS:

When requesting an interpreter using CTS' online portal, staff should enter the following information at the time of scheduling. This will ensure a safe and effective visit.

- List the cell phone number of the DSHS worker the interpreter is meeting. The interpreter needs a way to contact the worker in case they are running late, cannot find the location, etc.
- Provide information on the portal regarding the type of visit. List specific details about the visit, e.g., monthly child health and, safety visit in the home, an adult protective service (APS) unannounced investigative visit, a therapy session at a state hospital, etc.,
- Specify where the interpreter should meet the DSHS worker (e.g., you may direct the interpreter to stay in their car in front of the home until you arrive so you can enter together). Workers should always have their DSHS identification visible.
- If the appointment is an unannounced visit (i.e., the client is not told in advance about the appointment) please make sure you enter that information on the portal so the interpreter doesn't inadvertently alert the client about the visit.
- Special instructions for all jobs should be entered in the "Interpreter Notes" field on the bottom of the "new onsite job" page. This ensures client, interpreter and DSHS staff safety.
- Finally, prior to entering a client's home together, you as the DSHS employee should review any special instructions or procedures with the interpreter for the visit.

TRAINING FOR INTERPRETERS AND PROVIDERS

For provider training, submit your request along with contact information to CTS either by email or at the phone. A member from the CTS LanguageLink Quality Assurance team will schedule training for you and your staff.

National Standards on Culturally and Linguistically Appropriate Services (CLAS)	https://www.thinkculturalhealth.hhs.gov/
WA Department of Social and Health Services Language Interpreter and Translator Code of Professional Conduct	www.dshs.wa.gov/ltc/ethics.shtml
Limited English Proficiency (LEP) Federal Interagency	www.lep.gov/
CTS LanguageLink Provider Frequently Asked Question	hca.ctslanguagelink.com/faq_Provider.php
Collective Bargaining Agreement	http://www.ofm.wa.gov/labor/agreements/13-15/nse_lap.pdf